



**JOB TITLE:** Pro Shop Clerk  
**DEPARTMENT:** Operations  
**REPORT TO:** Head Golf Professional/Golf Operations Manager  
**DATE REVISED:** March 7, 2017  
**CLASSIFICATION:** Non Exempt; part-time or full-time

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### **JOB STATEMENT/PURPOSE:**

The Pro Shop Clerk is responsible for greeting customers as they sign in to play golf. The Pro Shop Clerk will assist in the opening & closing duties of the Pro Shop provide outstanding customer service to all players and manage a clean, accurate tee sheet and customer profile. The Pro Shop Clerk collects green fees, seasonal dues and is responsible for the cleanliness, stocking and security of the Pro Shop

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Answer and direct all incoming calls, take messages and deliver when appropriate
- Greet and direct all visitors; ask all players to sign in
- Inform players of course conditions (cart path only, reason for brown patches, etc.)
- Readies club cars for rental to customers
- Maintains a constant presence in the pro shop
- Empties trash throughout the Pro Shop and Pro Shop offices daily
- Dust pro shop, clean, stock, ensure all surfaces and displays are clean and attractive
- Liaison between Tournament Staff, Player Assistants, Starter and General Manager. Will effectively communicate and coordinate information between all areas of the golf operation.

### **JOB SPECIFICATIONS:**

- High school diploma or equivalent
- Customer service and telephone experience
- Cleanliness and good grooming habits
- Knowledge of the rules of golf
- Cash register experience extremely helpful
- Basic mathematical aptitude; ability to make change
- Excellent communication skills, positive attitude, professional demeanor, easy-going sense of humor
- Ability to make every customer feel more welcome at our course than anywhere else



**OTHER RESPONSIBILITIES:**

- Tracks carts and players to determine who is on the course
- Immediately notifies supervisor if a customer is unhappy, if there is a problem on the course and reports all incidents and injuries to supervisor.
- Other duties as assigned, including tasks which support the essential functions and may be changed or redesigned